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# RIGHTS

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VOCATIONAL  
REHABILITATION  
PROCESS



**Client Assistance Program**

# **Client Assistance Program (CAP)**

**1-800-641-3929**

**(Voice/TTY)**

**CAP** helps people with disabilities get answers to questions and solve problems related to their rights, available services, vocational rehabilitation and the Department of Human Services' Office of Rehabilitation Services and its programs.

## **CAP Offers Help With:**

- Representation or assistance for customers during mediation and appeals.
- Solving problems between rehabilitation programs and their customers.
- Legal representation if necessary.
- Questions about rehabilitation programs and independent living programs and how to get services from them.
- Information about other agencies and programs that help people.
- Training programs on how to be self-advocates in vocational rehabilitation.

***CAP services are free and confidential.***

# **Know Your Rights in the Vocational Rehabilitation Process**

Knowing how the VR process works and how it may be able to help you will allow you to set goals that are realistic for your needs.

## **You Have The Right To:**

- Apply for services.
  - Receive services in an accessible place.
  - Have an eligibility decision made within 60 days.
  - Be fully informed about services provided by your counselor.
  - Participate in the development of your Individualized Plan for Employment (IPE).
  - Make informed choices about the services you need and the service providers you want to use.
  - Have your personal information remain confidential.
  - Review and copy information from your case file.
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## **Know Your Responsibilities**

It is your responsibility to make sure your needs are met. You need to understand how each decision can affect your plan to reach your vocational goals.

### **You Have A Responsibility To:**

- Keep all appointments. If you can not keep an appointment, contact the counselor to cancel the appointment and reschedule.
  - Work with the counselor, and follow through with what you say you will do.
  - Get written approval before you do something you want Vocational Rehabilitation to pay for.
  - Ask your counselor to explain anything you do not understand.
  - Tell your counselor when a problem arises so he or she can help you with it.
  - Request that communication be in an accessible format (e.g., Braille, large print, Spanish, tapes, etc.).
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# **CAP Office Locations**

Springfield: 217-782-5374 (Voice/TTY)

Centralia: 618-532-7850 (Voice/TTY)

Decatur: 217-875-9106 (Voice/TTY)

Rockford: 815-987-7427 (Voice/TTY)

Chicago: 312-226-1605 (Voice/TTY)

312-226-1971 (Voice/TTY)

## **CAP Attorneys:**

Matthew J. Maurer, Attorney at Law  
217-523-6692 (Voice/TTY)

Prairie State Legal Services  
630-690-2130 (Voice/TTY)

Land of Lincoln Legal Assistance  
Foundation, Inc.  
800-642-3374 (voice)  
618-244-6844 (TTY)

Linda Mastandrea, Attorney at Law  
800-641-3929 (Voice/TTY)

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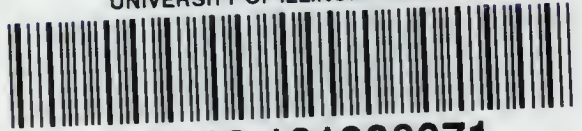


**Write or Call:**

**Client Assistance Program  
100 N. First Street, 1st Floor W.  
Springfield, Illinois  
62702-5197**

**1-800-641-3929  
(Voice/TTY)**

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**Illinois Department of Human Services  
Office of Rehabilitation Services**

Programs, activities and employment opportunities in the Illinois Department of Human Services are open and accessible to any individual or group without regard to age, sex, race, sexual orientation, disability, ethnic origin or religion. The department is an equal opportunity employer and practices affirmative action and reasonable accommodation programs.

**DHS 4199 (N-10-98)**

**ORS - Client Assistance Program (CAP) Brochure**

Printed by the Authority of the State of Illinois  
10,000 count